

Reflective Case Study Assignment

With ATI: Apply: The Communicator 2.0: Video Interaction: Client Comfort and End of Life Care

Objectives, Outcomes, Instructions and Rubric

Learning Objectives and Outcomes		
Area	Objective	Course Student Learning Outcome (CSLO's), Baccalaureate Essential's & QSEN
Knowledge	<ul style="list-style-type: none"> • Therapeutic communication during the delivery of nursing care to gerontology patients. • Examine the influence of age on nursing care decisions and actions for patients. • Understand the roles and responsibilities of individuals in a working group. 	CSLO 1 & 2 Baccalaureate Essential VIII QSEN Patient-Centered Care
Skills	<ul style="list-style-type: none"> • Apply therapeutic communication concepts such as active listening, silence, focusing, open ended questions, clarification, exploring, paraphrasing, reflecting, restating, providing leads, acknowledgement, and offer of self. • Engage in conflict negotiation using conflict resolution skills. • Use appropriate communication techniques when communicating with clients who have a barrier to effective communication. • Provide client education that is appropriate in relation to age, culture, learning style, readiness to learn, etc • Communicate with various members of the interprofessional team. 	CSLO 1 Baccalaureate Essential VIII QSEN Patient-Centered Care
Attitudes	<ul style="list-style-type: none"> • Value the role of therapeutic communication in nursing care decisions and actions. • Appreciate the various factors that can impact effective communication • Increase their own self-awareness of judgments and pre-conceived notions that may affect their advocacy for older adults. • Recognize personally held attitudes about working with patients from different age, ethnic, cultural and social backgrounds. 	CSLO 2, 3, & 4 Baccalaureate Essential VIII QSEN Patient-Centered Care

Instructions

Therapeutic communication is a fundamental component of nursing and is a complex concept. Ensuring positive encounters between nurses and patients is important for improving the quality of nursing interactions, the performance of various nursing duties, and meet patients' diverse needs (Abdolrahim et al., 2017).

Students will access the case study through the ATI website. Students will complete the ATI assignment under the "Apply" tab labeled "The Communicator 2.0: Video Interaction: Client Comfort and End of Life Care". If you have difficulty locating this assignment, please refer to the screencast embedded in Edvance 360 to assist you.

The case study provides a 5-minute overview including character background (for example role, age perspective) on each person within the case study. The case study will unfold into various stages with video scenarios. The videos are presented in 30 second to 1-minute communication-related scenes. Multiple healthcare professionals are involved in the case study including significant others, nurses, care providers, student nurses, and the client. The scenario review typically lasts 25 minutes. Average time in the case study is 30 minutes. The student will receive text-based rationale for selected options and will receive a percent correct in relation to the first selected option, and time within the product.

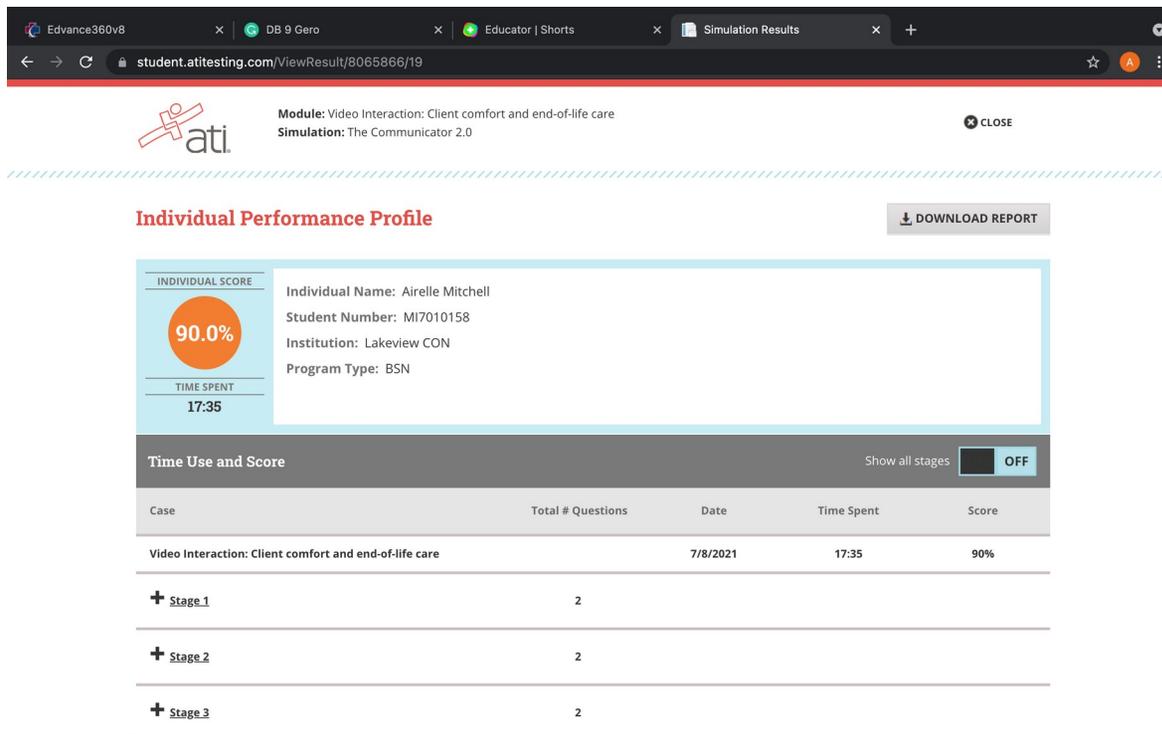
References

Abdolrahimi, M., Ghiyasvandian, S., Zakerimoghadam, M., & Ebadi, A. (2017). Therapeutic communication in nursing students: A Walker & Avant concept analysis. *Electronic physician*, 9(8), 4968-4977. <https://dx.doi.org/10.19082/4968>

Step 1: Access and complete the case study.

ATI: Apply: The Communicator 2.0: Video Interaction: Client Comfort and End of Life Care

The assignment requires that the student participate in the case for a minimum of 30 minutes. The student should refer to the rubric, as they will not receive any points for this portion of the assignment if the full 30-minute requirement is not met. Insert a screen shot within this document (directly below this text) that shows this requirement has been met. The best option for accessing this information is by clicking the blue “Results” tab that is located on the right-hand side of the screen under The Communicator 2.0, prior to entering the Video Interaction. The student’s name and time spent must be included in the screenshot.



The screenshot shows a web browser window with the URL student.atitesting.com/ViewResult/8065866/19. The page displays the ATI logo and the following information:

- Module: Video Interaction: Client comfort and end-of-life care
- Simulation: The Communicator 2.0

Below this information is a section titled "Individual Performance Profile" with a "DOWNLOAD REPORT" button. The profile shows an individual score of 90.0% and a time spent of 17:35. The student's name is Airelle Mitchell, student number is MI7010158, institution is Lakeview CON, and program type is BSN.

The "Time Use and Score" section includes a table with the following data:

Case	Total # Questions	Date	Time Spent	Score
Video Interaction: Client comfort and end-of-life care		7/8/2021	17:35	90%
+ Stage 1	2			
+ Stage 2	2			
+ Stage 3	2			

Step 2: Self - Reflection

Reflecting on your responses and experience with the case study (ATI: Apply: The Communicator 2.0: Video Interaction: Client Comfort and End of Life Care), answer the following questions.

1. What did you learn from this scenario?
 - **I learned from this scenario that family members could be very active in their family's decisions at the end-of-life care. In these situations, you must be open and communicate therapeutically. Also, the client's comfort is the priority, and family disruption can cause the client to be uncomfortable. Additionally, active listening is also a key to communication with patients, family members, and the interprofessional team.**
2. Identify your biggest takeaways.
 - a. Explain the factors that influenced this decision.
 - **My biggest takeaway was advocating for the client when she needed rest. There was a lot of noise in the background due to the family being in the room. It's always best when family comes to visit, and as a nurse, we don't want to take that visiting time away from the patients, but when it starts to interrupt the patients' health, we need to advocate for the patients' needs.**
3. What are some of the main problems or key issues expressed in the scenario?
 - **Pain was expressed in the scenario. The patient was in a lot of pain, but both sisters wanted different options for her mom to relieve that pain. Also, stopping treatment was another issue or disagreement between the family members. Rest was an issue with the patient because she wasn't getting enough rest due to many family members in the room. Further, family disagreement can put a lot of stress on an ill patient.**
4. What were some of the challenging decisions the nurse needed to make?
 - a. Describe the rationale behind these decisions.
 - **The nurse faced a challenging situation when she was distracted while caring for the patient. This was due to the grandchildren arguing in the background. She asked the patient if she would like to rest, but the patient said it was**

too noisy. So, the nurse had to explain to the family that their mom needs to rest. When going through a critical illness and stopping treatment, the patient can tend to be in pain and tired.

5. What factors influenced your decisions and responses during the scenario?
 - a. Explain your response.
 - b. How will you respond if this scenario presents again in the future?
 - **The factors that influenced my decisions and responses came from a few different reasons. Some of these reasons were to advocate for my patient while actively listening to the patients and family members and using therapeutic communication. Therapeutic communication is a must when communicating with family members and especially the patients because, as a nurse, you can show support through therapeutic touch and asking open-ended questions. In the future, if this scenario presents again, I will use therapeutic communication such as active listening, therapeutic touch, and asking open-ended questions. Also, being the client's advocate because the patient is my priority.**
6. Have you experienced similar situations in your clinical rotations?
 - a. How did you or others respond to the situation? Please explain.
 - b. Describe successful communication strategies you have used or experienced in the clinical setting.
 - **During clinical rotations, I have not been faced with a scenario like this. Successful communication strategies I have used in the clinical setting would be therapeutic communication through active listening. On our floor, we had many elderly patients that wanted to talk to someone and feel like they were being listened to. When communicating with many of them, I made sure to actively listen and acknowledging the patients. Asking open-ended questions and offering of self when they need something.**
7. Discuss the advantages and disadvantages of having families discuss treatment options, including end-of-life decisions before a loved one becomes ill or early in a terminal illness.
 - **The disadvantage of having family discuss treatment options is that it can cause a discrepancy and disagreement with family members. Another disadvantage is a family member could not be familiar with death, and it could be difficult for some to talk about death (Eliopoulos, 2022). Some advantages of having family discuss treatment options are that there could be something they might think of that maybe the patient hadn't thought of that question. In addition, another advantage would be families can be prepared earlier and can make arrangements for the ill family member.**

Reference:

Eliopoulos, C. (2022). *Gerontological nursing* (10th ed.). Wolters Kluwer.

Step 3: Submission

The student should insert their screenshot with proof of time into this document under step 1. The student should then type all of their answers into this document under step two. It is recommended that the student utilize Grammarly to check for errors in spelling, grammar, clarity, and mechanics. Upon completion of the assignment, the student should review the rubric below to ensure all components are completed and submit to the drop box in Edvance 360 prior to the due date.

**Reflective Case Study Assignment
Rubric**

STUDENT NAME: Airelle Mitchell

Case Study

Objective	Unsatisfactory 0 points	Satisfactory 5 points	Points Earned
Time within Case study	Less than 30 minutes	30 minutes or more	

Comments:

Reflective Activity

1. What did you learn from this scenario?

Objective	Unsatisfactory 0 points	Satisfactory 5 points	Points Earned
What did you learn from this scenario?	The student's answer is inadequate with superficial thought and preparation. The student does not address all aspects of the task	The student's answer is well developed. The student fully addresses and develops all aspects of the task.	

Content Contribution	The information provided is off-topic, incorrect, or irrelevant to discussion.	The information provided is factually correct, reflective, and substantial.	
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2. Identify your biggest takeaways.
 a. Explain the factors that influenced this decision.

Objective	Unsatisfactory 0 points	Satisfactory 5 points	Points Earned
Identify your biggest takeaways. And Explain the factors that influenced this decision.	The student's answer is inadequate with superficial thought and preparation. The student does not address all aspects of the task	The student's answer is well developed. The student fully addresses and develops all aspects of the task.	
Content Contribution	The information provided is off-topic, incorrect, or irrelevant to discussion.	The information provided is factually correct, reflective, and substantial.	

3. What are some of the main problems or key issues expressed in the scenario?

Objective	Unsatisfactory 0 points	Satisfactory 5 points	Points Earned
What are some of the main problems or key issues expressed in the	The student's answer is inadequate with superficial thought and preparation. The student does not address all aspects of the task	The student's answer is well developed. The student fully addresses and develops all aspects of the task.	

scenario?			
Content Contribution	The information provided is off-topic, incorrect, or irrelevant to discussion.	The information provided is factually correct, reflective, and substantial.	

4. What were some of the challenging decisions the nurse needed to make?

a. Describe the rationale behind these decisions.

Objective	Unsatisfactory 0 points	Satisfactory 5 points	Points Earned
<p>What were some of the challenging decisions the nurse needed to make?</p> <p>And</p> <p>Describe the rationale behind these decisions.</p>	The student's answer is inadequate with superficial thought and preparation. The student does not address all aspects of the task	The student's answer is well developed. The student fully addresses and develops all aspects of the task.	
Content Contribution	The information provided is off-topic, incorrect, or irrelevant to discussion.	The information provided is factually correct, reflective, and substantial.	

5. What factors influenced your decisions and responses during the scenario?

a. Explain your response.

b. How will you respond if this scenario presents again in the future?

Objective	Unsatisfactory 0 points	Satisfactory 10 points	Points Earned
<p>What factors influenced your decisions and responses during the scenario?</p> <p>And</p> <p>Explain your response.</p> <p>And</p> <p>How will you respond if this scenario presents again in the future?</p>	<p>The student's answer is inadequate with superficial thought and preparation. The student does not address all aspects of the task</p>	<p>The student's answer is well developed. The student fully addresses and develops all aspects of the task.</p>	
<p>Content Contribution</p>	<p>The information provided is off-topic, incorrect, or irrelevant to discussion.</p>	<p>The information provided is factually correct, reflective, and substantial.</p>	

6. Have you experienced similar situations in your clinical rotations?
 - a. How did you or others respond to the situation? Please explain.
 - b. Describe successful communication strategies you have used or experienced in the clinical setting.

Objective	Unsatisfactory 0 points	Satisfactory 10 points	Points Earned
<p>Have you experienced similar situations in your clinical rotations?</p> <p>And</p> <p>How did you or others respond to the situation? Please explain.</p> <p>And</p> <p>Describe successful communication strategies you have used or experienced in the clinical setting.</p>	<p>The student's answer is inadequate with superficial thought and preparation. The student does not address all aspects of the task</p>	<p>The student's answer is well developed. The student fully addresses and develops all aspects of the task.</p>	
<p>Content Contribution</p>	<p>The information provided is off-topic, incorrect, or irrelevant to discussion.</p>	<p>The information provided is factually correct, reflective, and substantial.</p>	

7. Discuss the advantages and disadvantages of having families discuss treatment options, including end-of-life decisions before a loved one becomes ill or early in a terminal illness.

Objective	Unsatisfactory 0 points	Satisfactory 5 points	Points Earned
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<p>Discuss the advantages and disadvantages of having families discuss treatment options, including end-of-life decisions before a loved one becomes ill or early in a terminal illness.</p>	<p>The student's answer is inadequate with superficial thought and preparation. The student does not address all aspects of the task</p>	<p>The student's answer is well developed. The student fully addresses and develops all aspects of the task.</p>	
<p>Content Contribution</p>	<p>The information provided is off-topic, incorrect, or irrelevant to discussion.</p>	<p>The information provided is factually correct, reflective, and substantial.</p>	

8. Overall Assignment: Clarity and mechanics is graded for all of the above questions – worth a total of 20 points.

Objective	Unsatisfactory 0 points	Satisfactory 20 points	Points Earned
<p>Clarity & Mechanics</p>	<p>The student's answers included 3 or more errors in clarity, spelling, grammar, or mechanics.</p>	<p>The student's answers includes 2 or less errors in clarity, spelling, grammar, or mechanics.</p>	

Case Study ____/5 points

Reflective ____/110 points

Total: ____/115 points

Instructor Signature: _____

Date: _____